

Banking Services

General Enquiries

(No identity verification required)

Cancel account opening reservation	Account opening status enquiry	Application forms enquiry
Foreign exchange rates enquiry	Branch information enquiry	Online banking login failure
Foreign currency transfer methods & limits	Time deposit promotional rates	How to set up global transfer
Foreign currency cash withdrawal methods	Debit Card activation method	How to set up register account transfer
Transfer limit and fee enquiry	Cash withdrawal limits & fees	How to remove device binding limit
	Security device (Token) delivery status	

Personal Maintenance / Application

(Identity verification login required)

Request for account statement	Set statement delivery method & language preference	Debit card PIN unlock
Report lost/stolen debit card	Apply/reissue interest statement/loan statement	Set up no promotion flag
Request for saving account statement	Apply for foreign currency account (excluding CNY)	FX transaction control dismiss
Request for Empty check issuance	Enable debit card cross-border cash withdrawal	Adjust online banking transfer limits
Request for transaction certificate	Enable Debit card non-registered account transfer	Unbind Mobile Banking App device
Debit card limit adjustment	Loan application /repayment records enquiry	Change/unlock 3D verification method

Credit Card Services

General Enquiries

(No identity verification required)

How to report a lost/stolen credit card	Credit card online services introduction	Credit card application status
How to set up autopay for credit card	Credit card Welcome gift promotions	Credit card repayment methods
How to apply for a credit card	Credit card application methods	Credit card privileges (e.g. airport lounge services / VIP Room)

Personal Maintenance / Application

(Identity verification login required)

Transaction alert settings	Change statement billing date	Resend billing statements
Enable/disable cash advance function	Temporary suspend credit card	Reissue cash advance PIN
Enable/disable autopay	Bonus point/cash rebate enquiry	Temporary Credit card limit increase
Enable/disable Supp-Card spending limit	Credit card limit enquiry	Wallet Pay binding (excluding unbinding)
Cancel instalment/recurring payments	Welcome gift redemption status	Change/unlock 3D verification method
Change statement delivery methods	Card PIN reissue status	Traveling status remark